

## PRESS CLIPPINGS

Office of Program Resources Management

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## STRATEGIC OBJECTIVE #4

(Management of Productive, Life-Sustaining Natural Resources Strengthened)

## Power distribution reforms on track -

THE reforms in the distribution were held under the ERC's understanding of the Magna Carta sector remain on track, the Energy Regulation Commission said.

ERC chairman Rodolfo Albano Ir. made the assessment following the successful recent holding of a series of customer service training workshops for distribution utilities (DUs).

Albano compared the Philippine experience with the rest of Asia as well as Europe and the United States, where the "reform agenda takes 10 to 15 years."

A total of 154 participants from 60 DUs from Luzon, Visayas and Mindanao participated in the seminars held in Pampanga and Cebu.

The series of three seminars said, will also promote a better Commissioner Oliver Butalid.

Consumer Welfare Development Program, which is assisted by the United States Agency for International Development (USAID) through its Energy and Clean Air Project.

The ERC chairman said the capacity-building program among energy sector. distribution utilities would allow them to better address customer complaints.

"We need to reform customer services," he said, adding this is one of the key initiatives of the Electricity Power Industry Reform ERC will prescribe uniform

The consumer welfare

for Residential Electricity Consumers that institutionalizes consumer rights and obligations. The program aims to develop a customer-oriented distribution sector under a competitive, market-based and cost-efficient

Under Section 41 of the Epira, the ERC is mandated to handle consumer complaints and ensure the promotion of consumer

interests.

"In line with this objective, the procedures and performance standards for customer welfare development program, Albano desks of the DUs," said ERC

(Source: Manila Standard Today, 9/14/05, page B3)